

Frequently Asked Questions

Q: What are the hours of the Association office?

A: The Office is open Monday through Friday between 9:00 am - 1:00 pm and 2:00 pm - 5:00 pm, except holidays. The Association's property management company is Castle Management. Castle Management works in cooperation with the Board of Directors to oversee the administrative tasks of operating, organizing, and maintaining the function of Island Walk and all its amenities and services. The Castle Management Team can be reached by e-mail at Islandwalkoffice@castlegroup.com or by phone at 239-513-0045. Need assistance after office hours? Our 24hr Resident Services team will be happy to assist. They can be reached at (800) 337-5850.

Q: What are the hours of the Town Center?

A: The Town Center is open 7 days a week 7:00 am - 10:00 pm.

Q: What is E-Voting and how do I register for E-Voting?

A: Electronic voting (E-voting) is casting your vote online rather than by paper ballot. Online voting can greatly increase participation and help communities reach a quorum on the first try. It is quick and easy and less complicated than filling out and mailing back paper ballots using multiple envelopes. Because E-voting is simple, it leads to more owners voting on important issues and during annual elections. There is also no dependency on the U.S. Postal Service to deliver your mailed vote on time especially when you may not be at your local Island Walk address. You can cast your vote from wherever you are as long as you have an Internet connection and can receive electronic notifications. Best of all, E-voting also saves you and the Association on mailing costs. You will receive all of the same information about issues and candidates, but now it will be sent to you via email rather than via the postal service. Only one homeowner and one email account can register for E-voting. This ensures only one vote per household is cast. So please sign up for E-voting. A form to sign up for E-voting can be picked up in the Island Walk Office or emailed to you.

E-voting is conducted on a secure internet platform currently maintained by Simply Voting, Inc. Neither the Board nor Management has access to the votes cast by homeowners. Once the voting is over, the voting service will lock down the voting process thus preventing anyone from casting late votes. Currently we use Simply Voting, Inc. who provides the Association with a computer tally of the e-votes that were cast and forwards the information to the Association to be added in with the verified paper ballots received.

Q: Is Fax service available?

A: The Administrative office at the Town Center can send a fax during regular business hours, Monday through Friday between 9:00 am - 1:00 pm and 2:00 pm - 5:00 pm, except holidays. There is no charge for this service.

Q: Is there a place to make photocopies?

A: During regular business hours (Monday through Friday between 9:00 am - 1:00 pm and 2:00 pm - 5:00 pm, excluding holidays), the Administrative Office at the Town Center can make copies of only Island Walk related business documents. Copies for personal use cannot be made.

Q: Is there a public computer available in Island Walk?

A: There is one public computer in the Town Center Library. Computer users may not save their work on the computer and should plan to save their work on their external storage device.

Residents must also provide their own paper if they wish to print something. Each resident is allowed 30 minutes of computer time. When finished, be sure to completely LOG OFF any sites you visited. Only one computer may be utilized by a family member at one time. Children under 16 years of age must be accompanied by an adult who must supervise and stay actively involved with the child.

No food or beverage is permitted in the Library/Computer area.

Q: How does a Homeowner receive login credentials for the Island Walk website?

A: Homeowners who have resided in Island Walk and have never logged into the website should contact the Administrative Office to obtain their unique verification code to register their account and access the website. Only persons listed on the deed will be granted login credentials. They may be requested at Islandwalkoffice@castlegroup.com.

When logging in for the first time, the password needs to be changed. Only Island Walk Homeowners have access to the Island Walk website.

Q: How can the CERT (Community Emergency Response Team) help me after a disaster?

A: IslandWalk's CERT members are trained through the curriculum of a national program to provide initial support before professional emergency responders can arrive. The CERT team will gather at the Town Center when it's safe to do so after an incident such as a hurricane, and you can meet them there to report any concerns. Depending on the severity of the situation, they may go street-by-street to assess damage and check on neighbors.

Q: How do I register other household members for e-mail?

A: Homeowners, their in-residence dependents, and if applicable, tenants, may receive emails from the Association. For tenants, approved and current leases must be registered at the Administration Office.

Q: What do I do if the car wash paid receipt does not print?

A: Please visit the Administrative Office in the Town Center.

Q: How do I obtain a new or replacement mailbox key and what does it cost?

A: To obtain new mailbox keys or change your lock, complete the Mailbox Lock Change Form available outside of the Town Center Administrative Office.

Mailbox keys are available for \$25 for a set of three (3) which includes a lock change. Payment is accepted by check or credit card. A small fee is charged for credit card payments. Cash is not accepted.

You will be notified by the Administrative Office when your keys are ready for pickup.

Q: When is the Post Office window open and what services are provided?

A: The Post Office service window is staffed by a Management team member (not a U.S. postal employees), from 10:00 am to 2:00 pm, Monday through Friday, (except federal holidays).

Priority Mail envelopes and boxes are available on request for preparing packages in your home. Packing services, overnight shipping, money orders and international shipping services are not provided by order of the USPS in this auxiliary office. These services are available at USPS branches. The HOA does not dictate or control what services can be provided through the Island Walk auxiliary Post Office.

The Post Office lobby is open daily from 7:00 am to 10:00 pm. After 10:00 pm you will need to use your amenities control fob or credential to gain access to the Post Office lobby.

Q: What is the phone number for the Gatehouse?

A: The Gatehouse number is (239) 510-8055. However, to call this phone line you must have pre-registered for a Dwelling Live account, and you must call from the phone number listed in Dwelling Live when phoning in guests. If the phone number does not match Dwelling Live, or you never registered, the system will not recognize you and will disconnect the call.

To sign-up for online Dwelling Live access, please contact the Administrative Office at Islandwalkoffice@castlegroup.com and request your one-time registration code. Once you receive the code, you may register and log in at <https://community.dwellinglive.com/login.aspx>.

Q: How do I register guests & vendors for gate access?

A: You can access the gate system in the following ways:

- 1) Calling the Gate House at (239) 510-8055
- 2) Using the website: [DwellingLive](#), you must first obtain a one-time registration code by contacting the Management Office at (239) 513-0045.
- 3) Using the phone app “DwellingLIVE” which you can download to your smart phone. You must first register on a tablet, notebook, or tablet before using the app. See the previous step.

Q: How can a Homeowner pay the HOA fees?

A: There are four different ways to pay the HOA fees:

1. Autopay (HIGHLY RECOMMENDED) - Enrolling in AutoPay eliminates the hassle of writing a check for each payment, avoids mailing fees, guarantees that your payment will be received on a timely basis and is a wonderful way to participate in our CastleGreen initiative. If you are interested in joining AutoPay, type the following link into your browser autopay.castlegroup.com. You will be prompted to enter your six-digit Account Number and Last Name as listed on your coupons. There is no charge to utilize AutoPay. To sign up for this option, you will need the routing number and account number for the bank account you wish the fees to be drawn from.

2. Mailing a check with your coupon - to mail your payment, mail your check together with your coupon to the following address:

Island Walk Naples Homeowner's Association
c/o Alliance Association Bank
PO Box 621073
Orlando, FL 32862-1073

Be sure to allow at least 10 business days prior to the due date to avoid late fees.

3. Sign up with your bank for Bill Pay - Bill Pay is a request you make with your bank to mail a check, on your behalf, every quarter. With this option, you are responsible for updating the amount of your maintenance fees when there is a change to the budget. It is recommended that payments are mailed at least 10 business days prior to the payment due date to avoid late fees.

4. Make a one-time online payment - Residents are also able to make one-time electronic payments through an online payment portal. These payment options include paying with a credit card or with your personal bank account details (electronic check). For either of these two options, there is a processing fee. These payment options are available at autopay.castlegroup.com. Castle recommends signing up for autopay to avoid processing fees and delinquent payments.

Q: How can a Homeowner update or change autopay information?

A: Here is the link with instructions on how to update or change your autopay payment information: [Castle Autopay Change](#)

Q: How do I obtain a bar code sticker for my car and what does it cost?

A: To obtain a new OR replacement bar code sticker, you will need to complete the Vehicle Barcode Form, which is available outside of the Town Center Administrative Office.

The cost is \$15 per sticker, payable by check or credit card (a small fee applies for credit card payment). Cash is NOT accepted. You will need to provide your vehicle registration, driver's license, and bring the car that will receive the sticker. ONLY a management team member may affix the sticker to your vehicle's window. It cannot be handed to or mailed to residents.

Bar codes can only be purchased by owners listed on the deed or tenant with an approved lease agreement on file with the office.

Q: How do I obtain Amenity Access Control credentials and what does it cost?

A: Amenity Access Control credentials may be purchased at the Administrative Office. A key fob is \$10 and a Bluetooth smartphone credential is \$15. Acceptable payment is by check or credit card, cash is NOT accepted. There is a small fee charged for credit card payments. There is a limit of three (3) credentials per household. If you choose to purchase a Bluetooth credential for your smart phone, you must bring that phone with you at the time of purchase.

Only owners, residents or tenants (with an approved lease) are authorized to purchase an Amenity Access Control credential. Only authorized residents and their guests are permitted to use the amenities.

Q: When is trash pick up?

A: Trash in the large green bins and recycle waste in the yellow lid bins is picked up on Wednesday, and trash in the large green bins is also picked up on Saturday. Do not put out any items or trash bins for pick up prior to 6:00 pm the night before pickup. Bins must be placed back in your garage by 6:00 pm on the day of collection. The only things you can put in your recycle bin are:

Plastic bottles, jars, jugs and tubs

Glass bottles and jars

Metal cans

Paper, cardboard and cartons

Q: What do I do with landscape waste?

A: Juniper will pick up small amounts of landscape trimmings on Mondays and Tuesdays if placed between the sidewalk and street. Do not put these small amounts of trimmings or palm fronds out on other days. Large amounts of landscape waste generated by a private landscaper must be removed by them. Landscape waste will be picked up by Collier County if it is placed in paper landscape waste bags.

Q: Who do I call for bulk waste pickup?

A: Please contact Collier County Waste Management (239) 252-2380 at least 48 hours in advance of the designated pick-up day for collection. Do not leave any items out prior to 6:00 pm the night before pick-up. Wednesday is Island Walk's ONLY designated day for bulk item and yard waste pickup.

Q: How do I submit a Landscaping/Irrigation Work Order?

A: The Association contracts Juniper Landscaping for landscape & irrigation maintenance activities, and owners may communicate with Juniper by any one of the following means:

- 1) Login to the Juniper Work Order Portal
at <https://www.juniperlandscaping.com/crm/clients/login>
- 2) Email Juniper directly at: Islandwalk@juniperlandscaping.com
- 3) Call Juniper at (239) 268-6843 to reach Island Walk's dedicated Customer Care Representative.

Q: How can I view a Board of Directors meeting if I cannot attend in person?

A: The Board of Directors meetings are broadcasted on Island Walk's Comcast community channel 195. You may watch it live or can set up your DVR device and record the meeting and view it at your leisure. Meetings are also available via Zoom and the Zoom link is attached to the meeting notice (Agenda) sent out by Management a minimum of 48 hours prior to the meeting date. All Board Meetings are recorded and uploaded to the Island Walk website for on-demand streaming, usually within 1-2 days of the meeting date.

Q: When does the Architectural Control Committee (ACC) meet?

A: The Architectural Control Committee (ACC) meets every other Wednesday, usually the 2nd and 4th Wednesday of the month.

The mission of the ACC is to assure a cohesive, measurable community wide standard of appearance to common and private property within the Island Walk community that reflects both original intent and needed modifications to enhance property values.

Q: How may I see the Association's approved paint colors or roof tile colors?

A: You may see the approved paint colors in the Committee's section of the website, under the "Forms and Lists" tab.

You may also visit the Administration Office to view the binder.

An Intent to Paint form must be completed and submitted to the ACC for approval.

Q: What are the amenities of the Association?

A: Island Walk's amenities include a Fitness Center, Lap Pool, Resort Pool, 7 Tennis courts for Tennis and Pop Tennis play, 4 Pickleball courts, Putting Green, 3 Bocce courts, a 20,000 square-foot Town Center with meeting, banquet and activity spaces. We also have 13,000 square feet of retail space that includes a Gas Station, Car Wash, Air Pump, Post Office, Restaurant, Hair Salon, Nail Salon and an on-site Real Estate Office.

Q: How do I reserve a court for racquet sports (Tennis, Pickleball, and Pop Tennis)?

A: Only residents may reserve a court. To reserve a court, you will need to first download the reservemycourt.com app (free on a computer; minimal charge for mobile app). You will be asked to create a profile and login to reservemycourt.com.

Once you reach the website you, will need to select "Island Walk" and create an account. It is important to reserve a court for play so that when you arrive, there is a court available.

Q: What are the Fitness Center Hours?

A: The Fitness Center hours are 4:00 am - 10:00 pm.

The Fitness Center is only open to Island Walk residents and their overnight guests. Amenity Access Credentials are required to enter the facility and they may be purchased at the Administrative Office. There are two types of Amenity Access Credentials you can purchase: a key fob for \$10, or a Bluetooth credential for a smart phone is \$15. There is a limit of three (3) credentials per household.

Q: What are the hours of the Resort and Lap Pool?

A: Both pools are open from 7:00 am to dusk and require an Amenity Access Control credential to enter.

Q: What are the hours for Bocce, Lawn Bowling, and the Putting Green?

A: All 3 of these outdoor recreational amenities are available for play from 9:00 am to 7: 00 pm daily. Two sets of bocce balls are available for checkout at the Town Center Administrative office during regular business hours Monday through Friday between 9:00 am 1:00 pm and 2:00 pm- 5:00 pm, excluding holidays. There is no rental fee charged.

Q: What is CONCUR?

A: The Council of Neighborhood Representatives, known as CONCUR, is an independent body comprised of Neighborhood Representatives. These Representatives are elected by their neighborhood or appointed by the Board of Directors for the benefit of providing a voice for owners involving various Board and Association decisions; and to exercise the decision-making authority delegated to them by the Association documents. Community matters are discussed and brought to the attention of the President of the Board of Directors and the Island Walk General Manager by the CONCUR chairperson and co-chairperson.

CONCUR strives to support continuous and constant improvement to Island Walk as a whole and its neighborhoods. The CONCUR website can be accessed at <http://iw-concur.com>.

Q: What are the Association Rules concerning Open Houses?

A: Open Houses will be allowed at Island Walk on Sundays between 1:00 p.m. and 4:00 p.m. Owners and realtors must register his or her properties with the Town Manager's office no later than 5:00 p.m. the preceding Thursday in order for their properties to be listed on an informational sheet at the Entry Gate.

Only two standard signs will be allowed to be displayed: One in front of the home and the other at the end of the street indicating an Open House is being held. The standard sign allowed will be 18" by 24", with a beige background and green lettering. No other signs will be permitted inside Island Walk, including in windows of parked vehicles. Deviation will constitute a Class II Violation and \$50.00 fine.

Anyone seeking entry on Sunday to attend an Open House during designated hours will be allowed entry with a driver license. The Access Control Officer will verify the driver license and enter it into the GateKeeper computer system and a one day Visitor Permit will be issued to the vehicle. The permit must be clearly displayed and readable through the vehicle's windshield on the dashboard while in Island Walk. Such guest will be registered under the address of the property the guest is visiting.

Q: Realtors for Sunday open houses, please provide following information so we can add you to the gate entry list:

A: Realtor's name, Listing address, Owner's last name, Model of home, Realtor's phone number;

Email the information directly at rmccaw@castlegroup.com. Please note, all open house requests must be submitted by 5:00 PM on Thursday to be included on the Sunday entry list.

Association

Island Walk Naples HOA

Management

Castle Group

[Website](#)